

Frequently Asked Questions

Why doesn't Go Cuotas appear in the Payment Methods?

This may be because your store's currency is not configured in **Argentine Pesos**, or it could also be due to **Invalid Credentials**.

What do my customers need to pay with Go Cuotas?

Your customers will need an account with **Go Cuotas** and an associated **Debit Card**.

Why do I see canceled orders with the message 'Order canceled. Payment expiration time'?

This occurs when customers initiate a payment but never complete it. After 30 minutes, **Magento / Go Cuotas** processes the cancellation of orders.

Can I stop offering Go Cuotas as a payment method?

Certainly, if you wish to hide **Go Cuotas** from the payment methods, you just need to deactivate the method from **MageRocket > Go Cuotas > Configuration > Enable = No** or **Stores > Configuration > Sales > Payment Methods**.

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